WellSTAR

Get Ready for WellSTAR!

What Can We Do In 90 Days?

We often overestimate what we can do in a day, but underestimate what we can do in a longer time period. For example, 90 days does not sound like a lot, but it is enough for California to produce *50 million barrels of oil* (2015 Annual Report). For DOGGR, 90 days is enough time for the WellSTAR Requirements Baseline Analysis phase. **Think of this phase as the *preparation stage* before the big race.**

Why is this so important? Every project needs to have a firm grasp of how things currently work, in order to plan how things *will* work. For us, it means understanding every single process---regardless of whether it is something done every day or just once a year, by dozens of people or just one. Given DOGGR's century of history, this is a huge task that needs to be carefully reviewed to ensure nothing is missed.

By **Ken Harris**, *State Oil and Gas Supervisor, Division of Oil, Gas & geothermal Resources (DGGR)*

While some of you have been named Single Points of Contact (SPOC) or Subject Matter Experts (SME), it is imperative we understand the success of WellSTAR depends on <u>each one of us.</u>

More than 1,800 requirements (or "asks") were originally captured. Over the last few weeks, the division has helped the Solution Provider clarify and prioritize the list ---determining what **Must, Should, Could**, and **Would Possibly** be included. Once the "Requirements Baseline Analysis" phase is complete, a schedule for the first release of WellSTAR will be produced. **Being thorough is essential**; **these requirements set the foundation for WellSTAR**. Any future changes to the requirements (after they have been identified) would go through the Change Control Board, in order to evaluate impacts to time, cost and features.

September Highlights

Change Is The Only Constant

Data Conversion: Taking Out the Garbage

The Magnificent Eight: Change Management Principles

A solid analysis produces various plans to account for risk, data validation and cleansing, schedule, change management and readiness. In WellSTAR's case, federal and California regulations are added to comply with the law, in addition to SB4 and SB 1281. **Rest assured every single minute you spend on the project is invaluable to getting us closer to its completion.**

I encourage you to ask questions through the OCM team by email: WellSTAR@conservation.ca.gov and look forward to the project's success!

Key Takeaways

- The "Requirements Baseline Analysis" 90 day phase runs from August 8th through November 7th.

- Everyone's help—DOGGR, DOC, CDT, and the Solution Provider—-is needed to ensure the project's success.

- Did you miss the Kick-off meeting, or want to see it again? Access the recording at the DOC Insider's WellSTAR page

"Change Is The Only Constant"

By the OCM Team

While the title phrase was written thousands of years ago, it perfectly fits our modern world. New projects, new colleagues, new apps---everywhere you look, change is present. **Responses to change, however, are less consistent**—-they range from excitement to fear, from angst to anticipation. While you may be excited about getting a new cell phone, you are less thrilled to have to transfer your contacts.

Humans are animals of both conscious and subconscious habits. The way we have been taught things is likely to govern how we, in turn, feel things should be done. As complexity grows, though, we sometimes struggle with letting to go of the familiar, despite the pain points it may be producing. **Once we take the first step, though, things tend become clearer and the "promised benefit" feels much closer.**

The WellSTAR project is no different. While we recognize it may present a big change for everyone---operators, DOGGR personnel, colleagues from other agencies--- we should primarily look at the benefits it will produce.

Some of you will receive an invitation to provide feedback via the *Change Readiness Survey; this will be your opportunity to provide feedback that will help us craft the training and communications materials.*

A Web-based solution reduces input errors, document transit time, and eases reporting.

While the new system does have a learning curve, once mastered, the productivity multiplies exponentially.

Good (and Bad) Moments in Change Management History

Each month this section will review good and bad examples of change management from a variety of in-dustries. We will draw from such experiences as we craft our communication, training design, and training delivery plans. We encourage you to provide other ideas you find useful---this project is for all of DOGGR to use! *us craft our baseline.*
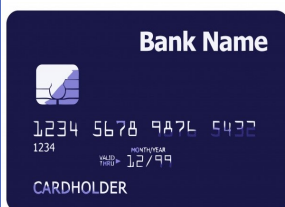
How can 5 extra seconds feel like an eternity? The new chip enabled credit cards **trade an extra few seconds of your convenience for the improved security of your purchase**. The trouble is, one is noticeable, while the other one is not---until you are a fraud victim. Stores, however, have been reluctant partners in the transition, with cashiers often criticizing the system rather than taking the time to engage the cus-tomer and provide great service. Sadly, these secure cards are widespread in other parts of the world, but they have taken a long time to reach the US. **With more educa-tion and communication, the transition will become smoother.**

Have you ever been to Disneyland? Funny how the happiest place on Earth can also have the longest lines on Earth. It could be worse, though. When the park first opened, a "day ticket" contained "attraction coupons" you would use per ride. Once you were out of tickets…well, let's just say you did not have as much fun. **Recognizing unhappy patrons, the company shifted to a "day pass" policy that allowed unlimited rides, less complexity, and more revenue per patron as souvenir and food sales exploded**. This change was seen as revolutionary, as theme park operators were used to charge on a per-ride basis. The Disney company transformed its crown jewel, and the industry, by **recognizing a need to change and implementing change policies via communication to both its employees (or "cast members", as they are called) and the customers.**

Data Conversion: Taking Out the Garbage

By Richard Burk

While the software's "front-end" interfaces with the user, its back-end typically stores and analyzes the information being fed. **The Data Management Team is hard at work in the cleansing issues for WellSTAT and CalWIMS, to ensure the validity and accuracy of DOGGR data.**

Rafi Dowty has joined the team as the Solution Provider's Data Conversion Manager. He jumps in at a busy time, as we gather all sources of legacy system data, and perform project x project reviews with the operators to gather well construction data. To ensure everyone's feedback is collected, SMEs and SPOCs have been invited to join the Data Management Work Group.

Lastly, DOGGR is creating a Division Data Governance Team. While it will play a key role in WellSTAR's success , the group goes beyond the project, to ensure all DOGGR activities rely on proper data.

The Magnificent Eight: Change Management Principles

By the OCM Team

John Kotter's book "Leading Change" tracked 100 organizations that had launched transformation initiatives. While some were successful and others were not, Kotter found 8 principles that can indicate the likelihood of success. The Change Management team will use these as guides for our change adoption initiatives.

Create a sense of urgency behind the change, as WellSTAR will allow DOGGR to meet regulatory requirements

Explain what change management is and why it is needed

Empower change by encouraging process improvement, removing barriers to change
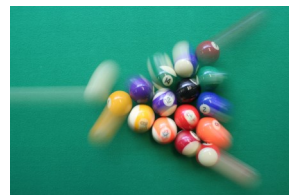

Draw from a diverse coalition to drive change: SMEs, SPOCs, and Working Group from all districts and roles

Clearly and proactively communicate to users, stakeholders, and partners

Generate short-term wins by focusing on specific phase improvements

Produce more gains by building upon successes to accelerate change

Anchor-the final step-ensure the new policies/actions stick by tying them to DOGGR culture

Welcome to WellSTAR: New Faces, New Names

Jason Hardi

Jason Hardi serves as the Project Advisor on the WellSTAR Project. A certified Project Management Professional since 2002, Jason has 27 years of experience in both the private sector and California governmental agencies in the IT domain. He specializes in the delivery of COTS systems from inception through implementation and then into Maintenance & operations – maintaining the capital investment while improving operations once in production. Jason works for KAI Partners and is excited to help the GWPC and Department of Conservation family!

Tony Oliver joined the Change Management team in August as a consultant. Certified in LEAN, Project Management, and Scrum, Tony has spent over 15 years in various IT, supply chain, and marketing roles with Intel, Cisco, and AMS. He enjoys distilling the key elements of a process for training and communications, and looks forward to the success of the WellSTAR project. Tony lives in Folsom with his wife and daughter.

Tony Oliver

Thoughts? Comments? Ideas? Let the WellSTAR OCM Team Know!

- Visit the DOGGR/WellSTAR Intranet Page at http://docinsider/DOGGR/Pages/WellSTAR_Project.aspx

- **or** (DOGGR/Operator Internet Page) at http://www.conservation.ca.gov/dog/for_operators

- Please send your comments and questions to WellSTAR@conservation.ca.gov.

Coming Soon

In October's issue, we will cover the project's **Key Performance Indicators (KPI):** what they are, why they matter, how they will be designed, tracked and communicated to measure WellSTAR's success
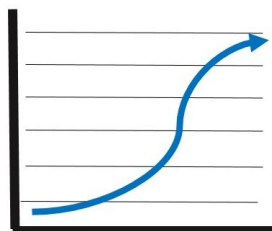
THE A-TEAM

WellSTAR

Depends on You!

Acceptance of the New

Processes Depends on

Each One of Us!

WellSTAR's Solution Success Equation

$$Q \times A = E$$

OIL, GAS & GEOTHERMAL

The **QUALITY** of the solution is dependent upon the **ACCEPTANCE** of the solution. Combined, they equal the **EFFECTIVENESS** of the solution.